



## **FORUM FOR COTTAGE RESIDENTS**

### **January 27, 2020**

Lauri Weeks, Director of Resident Services, welcomed everyone and thanked them for coming.

Lauri opened the meeting with a few announcements:

- Housekeeping conversation will be at the end of the meeting so that those not interested can leave
- On a recycling week, please put your recycling cans out Monday night rather than Tuesday morning as the crew comes around very early for pickup and don't want to wake residents to get their cans.
  - Question was raised for clarification of what plastic is now to be recycled: 1-? (up to 7)
  - Question was raised whether the residents need to pull their recycling cans down to the road or can they be left by the house?
  - Question was raised whether the crew will continue to pull the cans back to the house each week?
- Smoke detector replacement will be happening for the cottages in the next few months. Residents will be notified when that is about to happen
- We currently have 8 vacant cottages
- Lauri outlined the new Wellness class offerings and changes to the schedule.

### **Q&A**

- What is the stand of the Moorings Leadership and Springpoint Leadership on the proposed development adjacent to our property and are we making a statement.
  - At this time a statement has not been developed nor are we speaking publicly about the situation

- Question was raised whether we will be moving the fence to the extended property line (the newly purchased land on the east side of the property) and will a tree buffer be planted. Concerns were raised regarding encroachment of the adjacent property owners where we lose the full width of the property.
- A resident requested her monthly electric costs for her cottage as compared to other cottages of her like size. LPW will investigate ability to provide non-fee for service monthly electric charges
  - Another issue was raised of regular servicing washers and dryers annually. Living this close to the beaches, causes an influx of sand in the washers and dryers which reduces efficiency
- The rules of Landscaping have changed over the years and we would like clarification on:
  - How do we get permission to plant new things in our yards – we used to be able to submit wishes to management for approval – LPW said she would ask, but was fairly certain there is currently no additional landscaping to be presented by residents. Planters and Container gardens may be acceptable, but nothing in the ground.
  - What will landscaping take care of and are they still taking care of plants in the back of the homes – LPW replied that she believed all plants would be taken care of at this point
  - There is much confusion regarding cutting back of plants and bushes and plantings in beds ... residents need clarification on what exactly they can expect
  - LPW proposed a “Landscaping Forum” as we get a bit closer to spring (mid-February) to listen to resident concerns and outline our standards regarding landscape maintenance. This meeting would include the residents, LPW & Chuck (or if Chuck would prefer Joanne and Woody)
  - Would it be possible for the landscaper to have a 5 minute discussion with the cottage resident to let them know what they will be doing to the vegetation around their home
  - One resident indicated that Woody would be doing all landscape work for units 1-24; is Joanne responsible for the rest of the cottages or is there another landscaper they will see.
- Could the fitness center door be opened daily for access to the building so that when cottage residents come to the building during mealtimes they have another entrance and do not expose diners in the dining room to the cold air from outside

- LPW will confirm, but it is possible to use the fitness center as a means of egress during dinner hours during the week (5-6:30) and during Sunday Brunch (11:30 – 1:30) Leaving that door unlocked at all times is not appropriate in deference to residents who are working out and would not appreciate the cold air when they are hot and sweaty.
- Please make note that the Dining room door is difficult to close completely when it is used.
- The variety of ice cream flavors needs to be increased
- While sugar free ice cream is advertised, it is very rarely available.
- One Resident complained that being lactose intolerant makes eating at The Moorings very difficult – especially the buffet on Sundays because almost everything is made with butter. The wait staff is getting better about asking the chef what she can eat given her limitations, but it can still be a problem.

## HOUSEKEEPING

- Bi-weekly cleaning are a “wee bit better” according to one resident
- The same resident reminded the group that issues with bi-weekly service need to be discussed with the housekeeper or with Shar
- With regard to semi-annual cleaning
  - Explanation that a form comes out (from Shar) one month before the cleaning outlining what will be done during the cleaning
  - Residents would like to have a base set of items, then a checklist of items for additional services (see attached example)
  - One resident said that she currently scratches through an item she doesn’t want done (2<sup>nd</sup> carpet cleaning for the year for example) and lists something she would like done instead (i.e.: wipe down the cabinets). The housekeeper complied with the request with no problem.
  - One resident complained of her filthy old and dirty linoleum that has never been cleaned.
  - Cottage #37 wants to know why the inside of her windows are never cleaned – she has plantation shutters and furniture in front of the windows but believes she is still entitled to having the inside of her windows cleaned.
- The question was asked – how long is the housekeeper supposed to be in the cottage to clean. If the housekeeper is not taking that length of time, obviously they are not doing the proper cleaning. LPW suggested instead of using a clock, utilize the list that is provided and

document what is not being completed and either discuss that with the housekeeper or have a conversation with Shar.

- Cottage residents re-iterated they do not believe they have satisfactory cleaning services in the cottages.
- The proposal was made that the contracts be set up so that rather than being required to take and pay for all services, refundable contracts should be given the opportunity to choose among services and pay only for those they wish: i.e.: housekeeping, dining.

Lauri thanked everyone for coming

Recorded: Lauri Weeks  
1/27/2020